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PATENT

IBM/201
Confirmation No. 1374**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Joseph Philip Bigus et al. Art Unit: 2121
Serial No.: 10/021,203 Examiner: Meltin Bell
Filed: October 30, 2001 Atty. Docket No.: IBM/201
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING
INTELLIGENT AGENTS

AMENDMENT AND RESPONSE**OFFICIAL**

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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AUG 03 2004

Sir:

In reply to the Office Action dated May 3, 2004, please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 7 of this paper.

Remarks begin on page 15 of this paper.

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Serial No. 10/021,203
Amendment and Response dated August 3, 2004
Reply to Office Action of May 3, 2004
IBM Docket ROC920010146US1
WH&E IBM/201
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